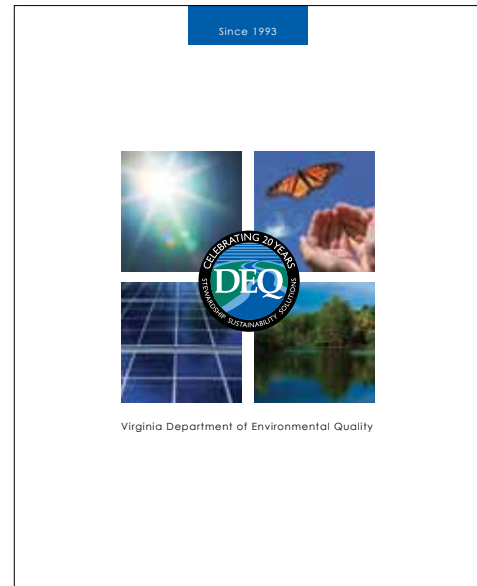
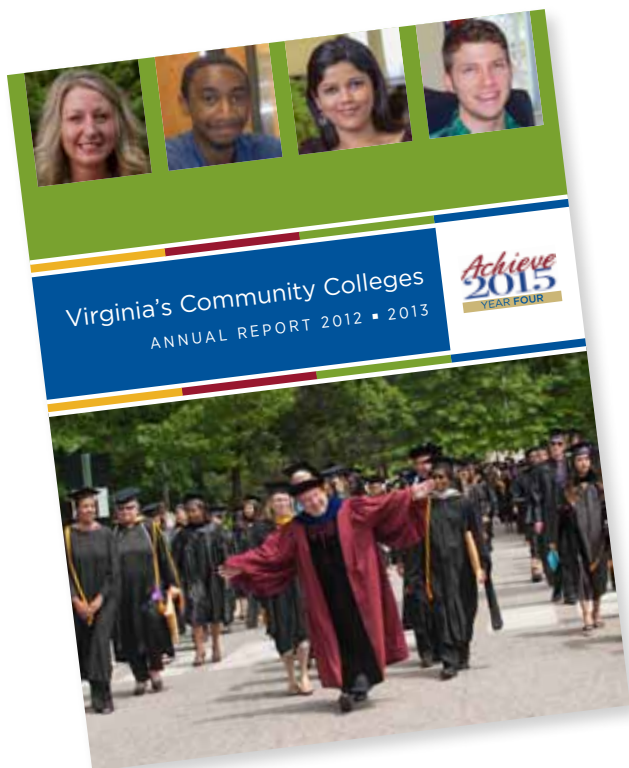


## YOUR ONE-STOP DESIGN SHOP

Whether you need concept, design and project management for a multi-media public education campaign or a new website, the Office of Graphic Communications (OGC) is an effective, efficient and economical choice.

OGC is pre-qualified to provide high-quality creative services for a wide variety of projects; and, when purchasing OGC services agencies avoid the costs associated with conducting a competitive procurement process. Agencies can also reduce costs because OGC's service fees are lower than those charged by private sector providers with similar experience.

OGC also provides graphic design consultations and project management for government representatives who have limited or no knowledge of the processes and procurement of design services. This ensures quality services are provided and budgets and resources are well managed.



### Customers

- State agencies
- Local governments
- Non-profit organizations

### Services

- Research and concept development
- Budget projections
- Copywriting and editing
- Graphic design and art direction
- Illustration and photography
- Web graphics and development
- Print management and production

### Projects

- Informational and educational campaigns
- Logos and identity systems
- Internet sites
- Annual reports and strategic plans
- Economic development publications
- Magazines and newsletters
- Training and conference materials
- PowerPoint presentations
- Calendars and posters
- Books and brochures
- epub and interactive pdfs

## Satisfaction

The best indication of customer satisfaction is a customer referral. A 2013 customer survey reveals that 100% of respondents rated their overall experience working with OGC as satisfied or highly satisfied and 95% would recommend OGC services to colleagues.

## Savings

- OGC bills at a flat fee of \$75 per hour.
- OGC handles all phases of the project.
- OGC provides consultation for procuring outside services such as website development or printing so that the scope of work is clearly defined for bidding purposes.
- Preliminary estimates for grant proposals are provided free of charge.
- Extensive file archives eliminates the need and cost to recreate documents.
- A royalty-free digital photo library saves costs from buying stock photos.



## Expertise

As a graphic design and communications expert, the OGC director has worked with the Governor's office, state agency representatives, and private partners as the creative lead for numerous projects and statewide initiatives including the creation of the Office of the Attorney General, Virginia Rules Instructor's Kit and website, the Governor's Office New Parent Kit, and the Shenandoah Valley Energy Partnership marketing materials and website. The OGC director also served on the Executive Committee for the Civil Rights Memorial Symposium and Dedication providing consultation on communication strategy, event planning and fundraising as well the design of the informational and promotional materials.

For a presentation of OGC's portfolio or to discuss a new project contact the Director, Paris Ashton at [paris.ashton@dgs.virginia.gov](mailto:paris.ashton@dgs.virginia.gov) or 804/371-8359.

Office of Graphic Communications  
DGS Director's Office  
1100 Bank Street, Suite 420  
Richmond, Virginia 23219



Richard F. Sliwoski, P.E.  
DGS Director

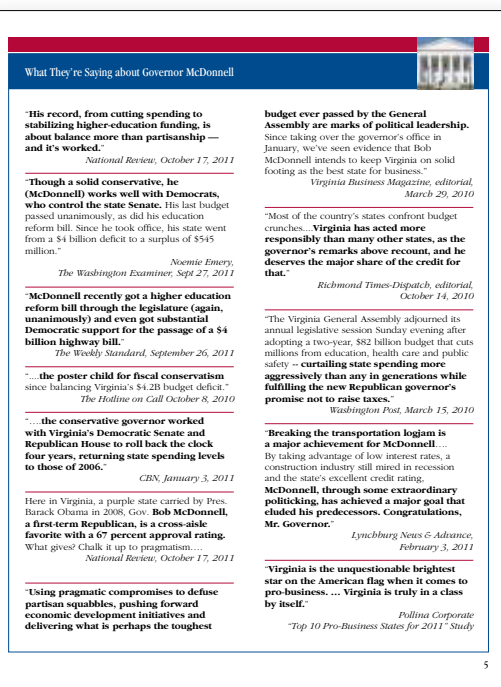
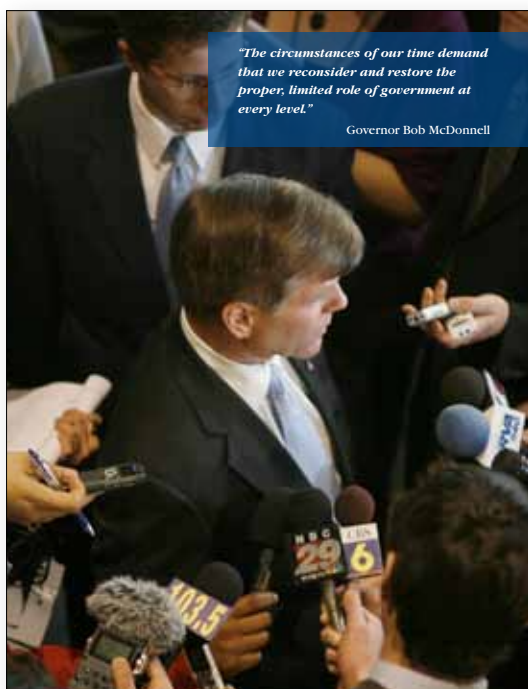
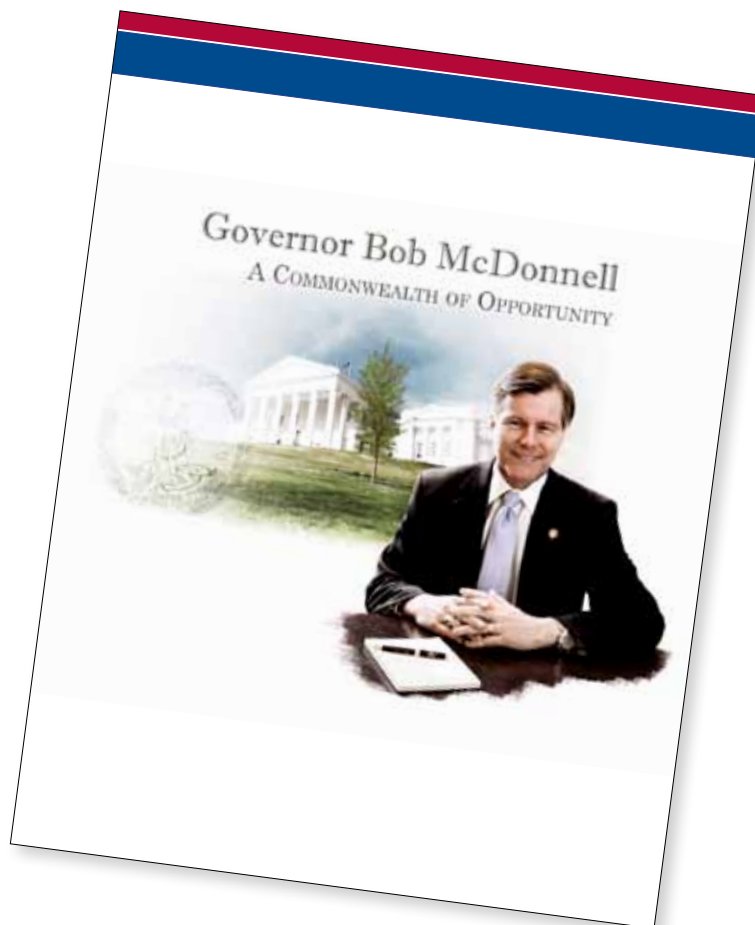
Joe F. Damico  
DGS Deputy Director

Paris Ashton  
OGC Director

Customer: Office of the Governor

Project: Press Book

Purpose: To provide Governor McDonnell's bio, news media quotes, key accomplishments and the inaugural address.



## Advocacy in Motion

A GUIDE TO IMPLEMENTING THE  
*Standards to Govern the Performance  
of Guardians Ad Litem for Children*




COURT IMPROVEMENT PROGRAM  
Office of the Executive Secretary  
Supreme Court of Virginia

Customer: Court Improvement Program  
Office of the Executive Secretary  
Supreme Court of Virginia

Project: A Guide to Implementing the  
Standards to Govern the Performance  
of Guardians Ad Litem for Children

Purpose: The purpose of this guide is to provide  
attorneys serving as a GAL with a comprehen-  
sive approach for child representation and  
practice tips.



### A. Meet face-to-face and interview the child.

**COMMENT:** The first duty of the GAL is to establish a relationship with the child client, as an attorney would with any client. This interview should be conducted face-to-face at a time and place that allows the GAL to observe the child and ascertain: the child's wishes, the safety and adequacy of the child's current placement, and the need for further testing, evaluation or interim judicial relief. Such interviews are best conducted on a date prior to the first court appearance and at a location other than the courthouse. It is important to meet with the child in a private setting, such as the GAL's office, the child's home, school or placement, away from the litigants so that the child can talk openly.

There should be sufficient time between the interview and court appearances for the GAL to fully analyze the information gleaned, take appropriate actions and formulate meaningful arguments and recommendations.

The content and direction of the interview should take into account the child's age, maturity and potential stress created by the circumstances of the case and prior interviews, especially in cases involving allegations of sexual or other abuse. In such cases, GALs should rely upon videotapes of forensic interviews or attend interviews of the child conducted by trained experts rather than conducting their own independent investigation and interviewing the child about the facts of their alleged victimization.

As appropriate, children should be encouraged to articulate their concerns and views. In custody and visitation cases, care should be taken so that the child never feels compelled to state a preference or choose between parents or placements.

In juvenile delinquency, child in need of supervision, child in need of services, and status offense cases, the GAL should exercise caution when talking to the child about the circumstances of the offense and advise the child about the limitations on confidentiality that may apply.

Young children present a challenge, but the age and verbal ability of the child do not abrogate the responsibility to meet face-to-face with the child. In meetings with young children, and with children with limited language abilities or those with disabilities, the GAL will rely much more heavily on observation. Conducting such meetings at the child's home or placement allows the GAL to observe the surroundings and the child's interactions with others, as well as to interview the child's caretaker.

If the child expresses wishes that are contrary to the GAL's assessment of the child's interests and welfare, the GAL is obligated to inform the court of these wishes. If appropriate, the GAL should request that an attorney be appointed to serve as counsel for the child. If the child is uncooperative or appears to have been influenced by a parent or custodian, the GAL should inform the court of these circumstances.

12 ADVOCACY IN MOTION

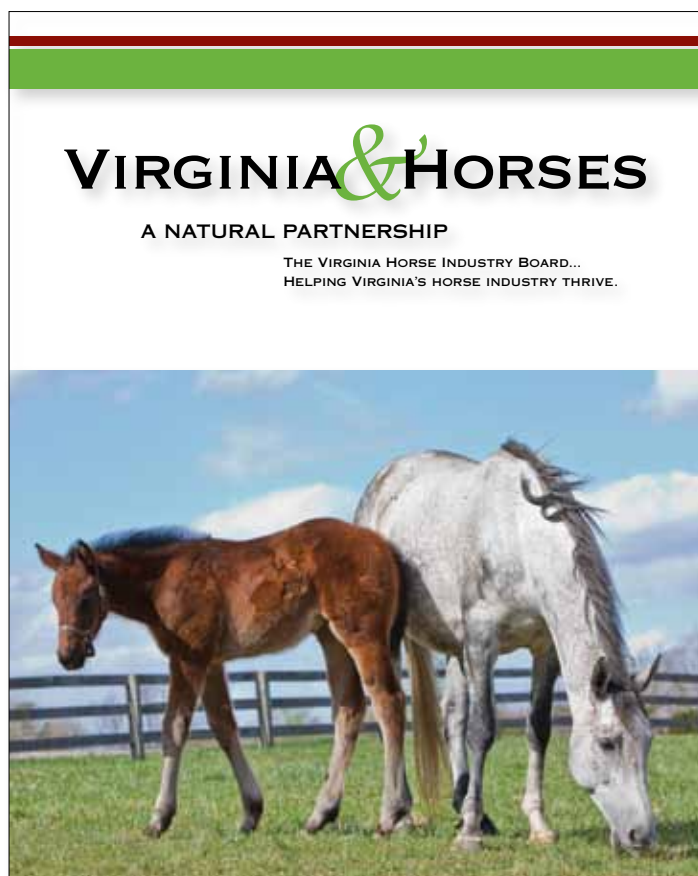
### PRACTICE TIPS

- Prior to interviewing the child, speak with professionals (i.e. teacher(s) or other school officials, school guidance counselor, daycare provider(s), doctors, mental health or other health professional(s)), as appropriate, who have worked with the child. This provides the opportunity to learn about the personality and presentation of the child and any emotional, mental or physical limitations that might impact the interview process. If necessary, ask those professionals to assist with the interview.
- For younger children, be willing to "get down" on their level and build a rapport with them. Pose questions in a non-threatening manner, using concrete terminology and focused, open-ended questions that will allow the child to tell his/her story. For example, it may be appropriate for the GAL to:
  - Keep in his/her office, a basket of toys, drawing/coloring paper, coloring pens/pencils, or games to use with the child.
  - Keep in his/her office, child-appropriate drinks and foods (i.e. animal crackers, juice boxes). (Note: Before giving food to a child, always seek permission of the parent/caretaker.)
  - Create an area in his/her office that provides space to get down on the floor with the child to play and talk. It may be helpful for the GAL to avoid uncomfortable environments for the child, which may prevent open communication (i.e. the hallway at the courthouse), as well as barriers between himself/herself and the child (i.e. a desk).
  - Ask questions that begin with who, what, where, when, why, and how. Avoid suggesting answers in questions. As the attention span of younger children is less than older children, avoid long interviews. Have multiple meetings with the child of smaller duration in multiple settings (i.e. the GAL's office, the child's school, the child's therapist's office, the child's home).
  - Reaffirm to the child where the parent/caretaker will be waiting when taking the younger child to the interview room.
  - Orient the young child to the office environment by showing the young child and parent/caretaker around and, where appropriate, making introductions. This may help the child feel more comfortable.

MEET FACE-TO-FACE AND INTERVIEW THE CHILD

ADVOCACY IN MOTION 13





Customer: Virginia Department of  
Agriculture and Consumer Services

Project: Virginia Horse Industry Board

Purpose: To promote the Virginia horse industry and report statistics from an economic impact study that describes the importance of the industry to the Virginia economy.



## Virginia Civil Rights Memorial



Capitol Square: Dedicated 2008

*W*elcome to the Civil Rights Memorial

It could be said that Barbara Rose Johns is Virginia's Rosa Parks. Unfortunately, few people have ever heard the story of how this brave 16-year-old caused a quiet revolution in the small town of Farmville, Virginia, creating ripples which would be felt throughout the nation for years to come.

The Virginia Civil Rights Memorial recognizes Barbara Johns, her fellow students from Robert Russa Moton High School, their parents, and community leaders and civil rights attorneys.

Installed on the grounds of Virginia's historic state capitol in Richmond, Virginia, the memorial celebrates these heroes and also serves to remind us of the debt we all owe to the sacrifice of a few courageous Virginians.



Over 100 students were named in *Davis v. County School Board of Prince Edward County*. The case was later consolidated into the landmark *Brown v. Board of Education*. *Hank Walker, Time & Life Pictures/Getty Images, 1953*

Customer: Virginia Civil Rights Memorial Foundation

Products: Logo, invitations, conference and dedication ceremony agendas, banner stands, signage and directional maps, commemorative coin and visitor brochure

Purpose: To encourage participation in the education symposium and memorial unveiling ceremony as well as provide historical information for visitors.

VIRGINIA  
*Civil Rights*  
MEMORIAL

Since 1993



Virginia Department of Environmental Quality

Customer: Virginia Department of  
Environmental Quality

Project: 20th Anniversary Materials

Purpose: To recognize the DEQ accomplish-  
ments and incorporate an updated brand  
identity that includes a revised logo, summary  
report, PowerPoint presentation, timeline  
banner, exhibit display panels and general  
brochure.

2 Virginia Department of Environmental Quality 20th Anniversary Report



#### Water Quality and Supply

To ensure safe recreation and a diversity of aquatic life, DEQ sets water quality standards and monitors the types and amounts of pollutants that may be discharged into Virginia's waters. As of 2012, 51 waterways, 264 miles of rivers and streams, 2,710 acres of lakes and reservoirs, and 4 square miles of estuary have been classified as "fully restored." In addition, 29 streams around the state are now classified as "exceptional waters." Because these waters are protected against new and increased pollution discharges, they are able to sustain flourishing aquatic habitats, and also serve as ideal recreational areas.

To ensure wise use of our finite water supply, DEQ works in partnership with affected stakeholders to identify sources of surface and ground water, monitor availability, document current levels of water use, and plan for meeting future expectations for these water sources. Such responsibilities have become increasingly necessary as all Virginia localities now utilize water supply plans. To balance these sometimes competing, ever increasing uses of the state's water supplies, DEQ relies on active, ongoing scientific research, effective stakeholder engagement and collaborative modeling.

#### Waste Management

DEQ works to uphold the regulations that govern solid waste management, including: reuse, recycling, storage, treatment and disposal. For example, since the founding of the agency in 1993, the number of tire piles has gone down considerably thanks to an aggressive cleanup effort. Abandoned tire sites, which once numbered more than 1,300 statewide, have declined to less than 130, all of which are relatively small piles.

The quality and operation of landfills has been a cause for concern over the last 20 years. Older landfills do not meet modern design standards, while many leaked contaminants into the land and ground water. Landfill production standards have since been heightened and designs have been improved, making waste management facilities safer and more protective. In addition, 85 percent of hazardous waste facilities (103 out of 120) now meet all human health standards, and more than 30,000 leaky petroleum sites have been cleaned.



Virginia Department of Environmental Quality 20th Anniversary Report 3

#### Coastal Zone Management

Over the last 20 years, the Coastal Zone Management Program (CZMP) has demonstrated how partnerships can overcome great challenges and result in significant successes that benefit Virginia's coastal resources and economy.

Alongside other natural resource agencies and local governments, DEQ takes a leading role in a valuable partnership that finds innovative and resourceful ways to preserve the Commonwealth's abundant yet fragile coastal resources. The contributions of the CZMP program are helping revitalize the unique characteristics and ecological health of Virginia's coast. Over its 25-year history, the program has fostered a dramatic 5,000-acre increase in eelgrass habitat and hundreds of acres of oyster reef habitat on Virginia's Eastern Shore. The CZMP program is also responsible for creating dozens of new and enhanced public sites, and the acquisition of over 3,500 acres of coastal land for habitat protection.



#### The Chesapeake Bay

As one of the most challenged waters in Virginia, the Chesapeake Bay is the focus of a multi-agency cleanup effort.

Virginia's Chesapeake Bay water quality standards drive DEQ in its restoration efforts to reduce nitrogen and phosphorus. Lower levels of these pollutants ultimately mean higher oxygen levels, increased populations of bay grasses and balanced levels of algae in tidal waters. Decreased levels of pollution are making the Bay and its tributaries hospitable to a variety of living resources. Rebuilding natural habitats is equally important and has helped restore the populations of a number of species including: blue crab, striped bass, shad and oyster.

1996

DEQ launches its site on the World Wide Web, focusing on providing environmental information requested by the public.

1997

Virginia creates the Water Quality Improvement Fund, authorizing grants for nutrient removal at publicly owned treatment plants in the Chesapeake Bay watershed.

1998

DEQ begins "Air Check Virginia," an enhanced vehicle emissions inspection program for Northern Virginia.

1999

The Virginia Coastal Zone Management Program brings together government and private sector partners to focus on Chesapeake Bay oyster restoration.

2000

The General Assembly authorizes DEQ to regulate activities in nontidal wetlands, helping ensure no net loss of wetlands and minimizing impacts on Virginia wetlands.

2001

DEQ develops a schedule for closing unlined landfills by 2020. These closures ensure that active landfills protect human health and the environment.





Customer: Virginia Department of Agriculture and Consumer Services

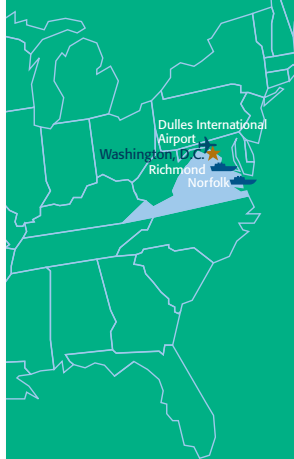
Project: International Marketing pocket brochure with inserts.

Purpose: To provide general information about the program and direct people to the website for detailed information. Pocket holds inserts that include information about specific Virginia products available for export. Copy is translated to different languages.



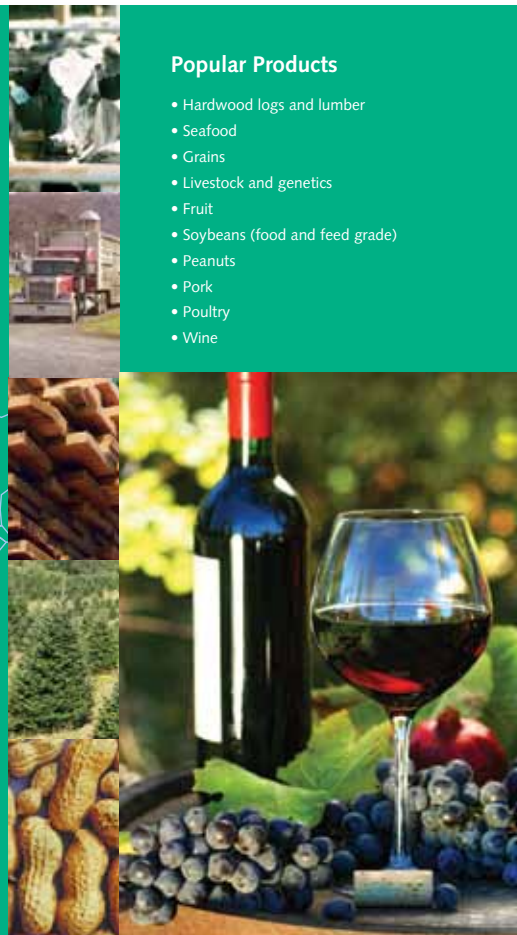
### Importing from Virginia

No matter where in the world you live, you aren't far from high-quality Virginia products. The state is especially well-positioned for international trade because of its bulk and container port, which is the second largest on the East Coast. In fact, almost 100 countries currently import from Virginia – and you can see why. In addition to convenient transportation options, you benefit from quality assurance, translation help, and follow-up sales support.

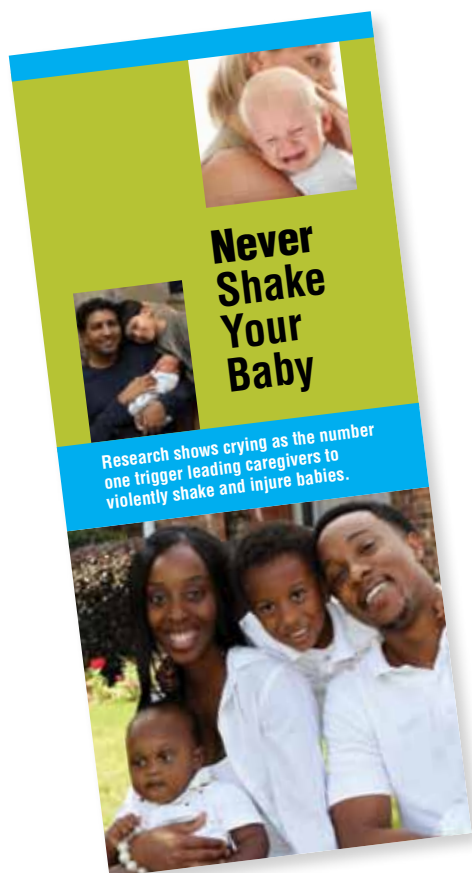


### Popular Products

- Hardwood logs and lumber
- Seafood
- Grains
- Livestock and genetics
- Fruit
- Soybeans (food and feed grade)
- Peanuts
- Pork
- Poultry
- Wine







Customer: Virginia Department of Social Services

Project: Never Shake Your Baby brochure

Purpose: To inform parents and caregivers of infants about abusive head trauma dangers and suggestions for how to soothe a crying baby.

### Facts about Shaken Baby Syndrome (SBS) also known as Abusive Head Trauma (AHT)

Frustration with a crying baby is the primary trigger for shaking and abusing infants. Other events include toilet training difficulties, feeding problems and interrupting an activity the adult caregiver is trying to complete.

Shaking a baby in a moment of frustration can cause serious harm or death. When an infant is shaken, the head jerks back and forth rapidly causing the brain to slam repeatedly against the inside of the skull. This happens due to the difference in size between an adult and an infant and the degree of force of shaking and impact. The resulting damage can cause permanent disability or even death.

Because babies have weak neck muscles and heavy heads, even a few seconds of forceful shaking can cause serious damage to babies and small children. Impact to the head is believed to accompany most abusive head injuries. Abusive Head Trauma (AHT) describes abusive head injury caused by both shaking and blunt impact to the infant.



### What Happens When a Baby Is Shaken?

You knew your baby would cry. But, did you know how frustrating that crying could be when you have tried everything to comfort your baby, and she just keeps crying? No one thinks they will shake their infant, but research shows crying as the number one trigger leading caregivers to violently shake and injure babies.

**Jerking or violently shaking a baby causes more harm than dropping a baby head-first onto a hard surface from a height of several feet. The effect of the shaking can cause permanent brain damage, blindness or in up to 25% of cases, death.**

Children of any age can die from being shaken. If you suspect the baby has been injured from being shaken, take the baby immediately to the doctor.

**Because of infants' weak neck muscles and large head-to-body ratio, violent or sustained shaking can lead to:**

- Cessation of breathing and heartbeat
- Extreme irritability
- Seizures
- Limp arms and legs
- Decreased level of consciousness and vomiting
- Learning and Physical disabilities
- Partial or total blindness
- Hearing impairments
- Speech disabilities
- Cognitive disabilities
- Cerebral palsy
- Behavior disorders
- Death



### How To Soothe Baby - And You.

Parental frustration and fatigue may make you feel like you're about to lose your cool. Don't do it.

Common triggers for shaking a child include toilet training, perceived misbehavior and crying.

To soothe baby - and you - here are some things to try:

- Make sure your baby is not wet, hungry or running a fever.
- While sitting, hold your baby across your thighs and pat his/her back gently.
- Take the baby for a walk in a stroller.
- A wind-up swing might work; monitor carefully to make sure the baby doesn't slump over.
- People - and toddlers - learn at different paces. When potty training, remember that your child really does want to please you.
- Give it a rest and step away. Make sure the baby is safe and step away for a few minutes. Chill out, breathe, call a friend.
- Remember: It's more important to stay calm than to stop the crying.



## 2005

Judith Jagdstamm was Attorney General of Virginia from February 1, 2005, through January 24, 2006.

During fiscal year 2005-2006, the MFCU grew to 40 staff members. The MFCU became associated with the newly-created Virginia Fatality Review team which is responsible for reviewing nursing home deaths in the Commonwealth to determine if investigations and prosecutions are appropriate in cases of apparent patient abuse or neglect.

In June 2005, the MFCU was inspected by the Department of Health and Human Services, Office of Inspector General, Office of Evaluation and Inspections, Medicaid Fraud Control Unit Oversight Division and was found to be in full compliance and commended for exceptional performance in three areas.

In 2005, the OGC recognized that approximately \$3.2 for every federal dollar expended was recovered by the Virginia MFCU.



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ANNUAL CASE ACTIVITY SUMMARY  
CONTINUEDFIVE-YEAR RECOVERY STATISTICS  
PER FILLED MFCU POSITION

MFCU recovered an average of \$223,790,962.42 per year over the past five years. The MFCU has averaged 60 staff members per year over the past five years. The recovery average per filled MFCU position for the past five years is \$3,169,843.66 per person.

FIVE-YEAR\* AVERAGE RECOVERED  
Per Number of Staff (per year)

Reporting Periods	Total Number of Employees (each year)
July 1, 2008-June 30, 2009	49
July 1, 2009-June 30, 2010	52
July 1, 2010-June 30, 2011	80
July 1, 2011-June 30, 2012	76
July 1, 2012-June 30, 2013	96

Number of MFCU Staff - Five Year Average  
70.6

The five-year (2008-2013) recovery average for the Virginia MFCU is  
\$223,790,962.42 per year.

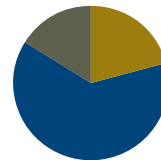
Five-Year Average Recovered Per Position (Per Year)  
\$3,169,843.66.

\* Since a typical health care fraud case takes two to three years to complete, a fair and accurate performance measure of recoveries for a state MFCU would be to conduct a three-year statistical analysis of recoveries. Since a typical qui tam multi-state case takes five years to complete, a fair and accurate performance measure of those few state MFCU's that investigate and prosecute/litigate those cases would be to conduct a five-year statistical analysis of recoveries. Since the Virginia MFCU consistently conducts those large cases, a five-year statistical analysis is provided.

## 2012-2013 EXPENDITURES

JULY 1, 2012 - JUNE 30, 2013

Non-General Fund*	\$2,061,122.09
Federal Grant	\$6,178,229.06
Indirect Costs	\$1,579,739.90
Total	\$9,819,091.05



\* Funds provided as a result of criminal convictions.



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Customer: Office of the Attorney General  
Medicaid Fraud Control Unit

Project: 30th Anniversary Annual Report

Purpose: Financial report to stakeholders, partners, state legislators and Federal government about the MFCU significant cases, unit projections and personnel training.

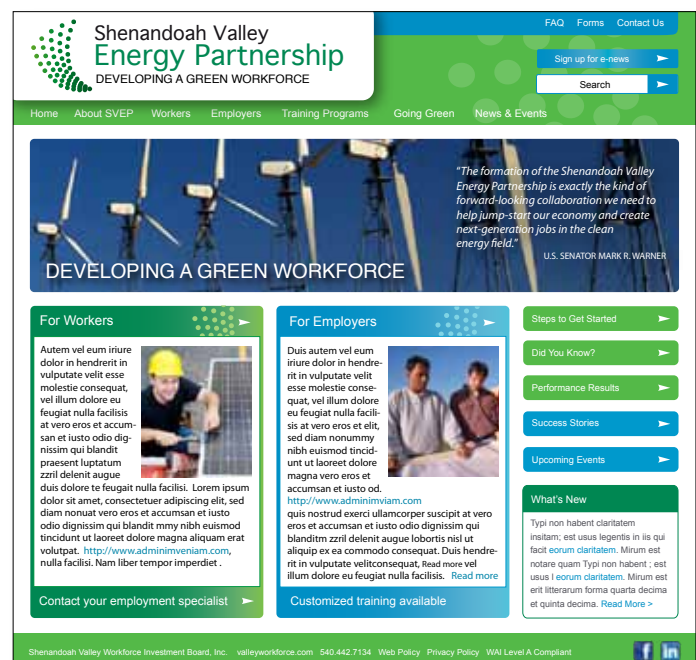


Customer: Shenandoah Valley Energy Partnership

Project: New Program Brand Identity

Products: Logo and tagline, letterhead, brochure, presentation pocket folder, PowerPoint, banner stand, tabletop display and website

Purpose: To inform area workers about green energy training options and encourage enrollment in to programs.





### VISIT THE WEBSITE. VISIT THE COMMONWEALTH.

The best way to see Virginia is with the help of a Virginia Birding and Wildlife Trail Guide. Visit the website ([www.dgif.virginia.gov/vbwt](http://www.dgif.virginia.gov/vbwt)) to print off any or all of the 65 scenic loops meandering through every corner of the Commonwealth. Or call 1-866-721-6911, to purchase the comprehensive guidebook featuring all of the sites statewide.

Both the website and the guidebook provide a detailed description of the trail loops and sites, maps, driving directions and information about the wildlife you'll see. Each site description includes history, special features and possible side trips. Virginia covers 43,000 square miles, so no matter which trail you take, you're sure to encounter a wide variety of birds and butterflies, wildflowers and wildlife. Along the way you will also experience the long history and diverse cultures that have made Virginia what it is today!

The Virginia Birding and Wildlife Trail is possible only because of great partners like:

- Virginia Tourism Corporation
- Virginia Department of Transportation
- Virginia Department of Environmental Quality's Coastal Zone Management Program
- Hundreds of local communities and tourism offices across Virginia



**Statewide Trail Guide**  
[www.dgif.virginia.gov/vbwt](http://www.dgif.virginia.gov/vbwt)  
To order click on the picture of the Trail Guide or call 1-866-721-6911



*"I know my home plot, but I don't know the out-of-the-way places for the rest of the state. If we're going somewhere, we adjust our route to encompass more of the trail – and we know other people who do the same thing."*

-Thelma Dalmas  
Lynchburg Bird Club Member



Customer: Department of Game and Inland Fisheries

Project: Virginia Birding and Wildlife Trail Tourism Brochure

Purpose: To encourage visitors to go to the DGIF website to print off a detailed map of any of the Virginia Birding and Wildlife Trail Loops from the Statewide Trail Guide where they will find descriptions of each site, links to associated tourism resources, and the ability to map their own trip.



**LEARN TO RECOGNIZE VICTIMS**

Warning signs that might indicate someone is a trafficking victim include:

Unusual or poor working or living conditions, such as:

- Working excessively long or unusual hours
- Being unpaid, paid very little, or paid only through tips
- Not being free to leave or come and go as he/she wishes
- Owning a large debt and being unable to pay it off
- Was recruited through false promises concerning the nature and conditions of his/her work

Poor physical/mental health or abnormal behavior, such as:

- Being fearful, anxious, depressed, submissive, tense, or nervous/paranoid
- Exhibiting an unusual fear of law enforcement
- Avoiding eye contact
- Appearing malnourished
- Showing signs of physical or sexual abuse and/or restraint

Lack of control, such as:

- Having few or no personal possessions
- Not being in control of his/her own money
- Not being in control of his/her own identification documents
- Not being allowed or able to speak for themselves

**GANGS & HUMAN TRAFFICKING**

The high profits associated with human trafficking are enticing gang members to expand their trafficking practices from illegal guns and drugs to humans.

In Virginia, several gangs, including MS-13 and the Underground Gangster Crips, have been prosecuted for prostituting underage victims. These gang members have targeted children of all different ethnicities, classes, and ages.

**IS A CHILD YOU KNOW AT RISK?**

Certain red flags may indicate a child has been targeted by a trafficker.

- An expressed interest in, or in a relationship with older individuals
- Possession of expensive clothing, jewelry or electronics the youth cannot afford
- Using language with peers that reflects an unusual familiarity with sex
- Referring to a boyfriend as "Daddy"
- Curfew violations, truancy, or chronic runaway behavior
- Spending time in unfamiliar neighborhoods or areas
- Constant communication with multiple older men
- Keeping lists of names with monetary amounts

**ARE YOU A VICTIM?**

Is someone:

- Forcing you to work against your will?
- Collecting money or debt from you by using threats or coercion?
- Forcing or pressuring you into prostitution or other sex acts?
- Withholding your passport, driver's license or birth certificate from you?

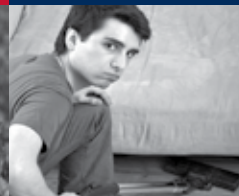
If you answered "yes" to any of these questions, you should seek help immediately.

**DON'T WAIT TO REPORT**

If you are a victim of human trafficking or suspect someone you know is a victim, contact the National Human Trafficking Resource Center

24/7 toll-free national hotline  
**1-888-3737-888**

or by email at [NHTRC@PolarisProject.org](mailto:NHTRC@PolarisProject.org).



Customer: Office of the Attorney General

Project: Human trafficking Awareness Campaign

Products: messaging, brochure, posters and billboard

Purpose: To bring attention to the problem of human trafficking in Virginia, leading to the arrest and conviction of traffickers and help for the victims.



# *Fishes of Virginia*



Illustrations © Duane Raver  
Design by the Office of Graphic Communications,  
Virginia Department of General Services

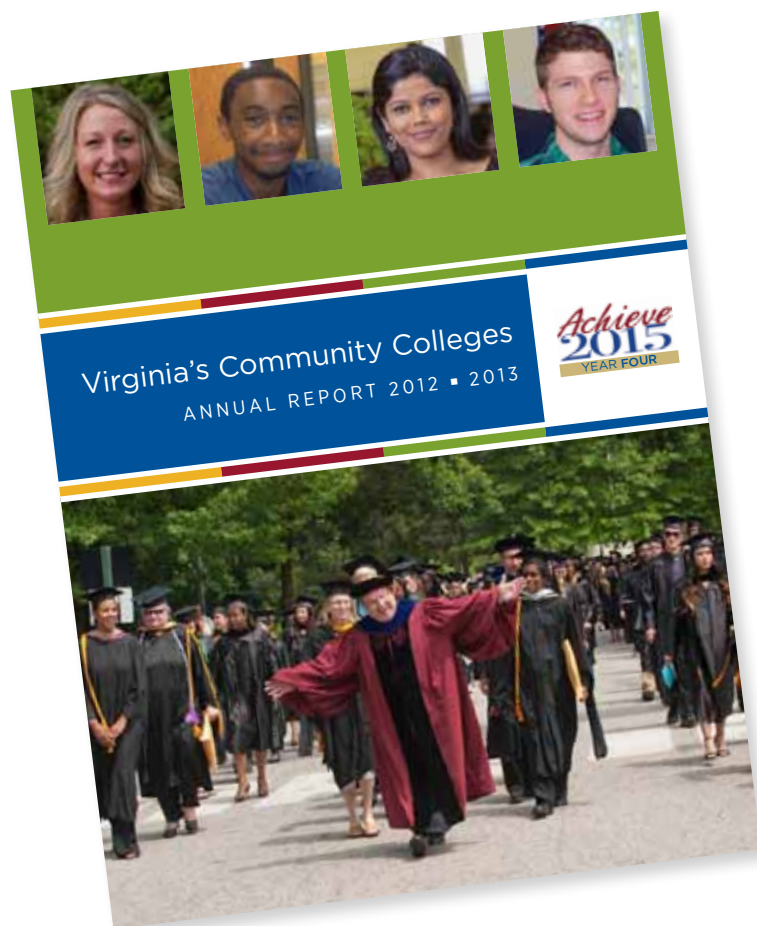


[HuntFishVA.com](http://HuntFishVA.com)

Customer: Virginia Department of Game and Inland Fisheries

Project: A Guide to Fishes of Virginia

Purpose: A visual fact sheet used for education and outreach that illustrates the wide variety of fresh water fish. Poster size is suitable for framing.

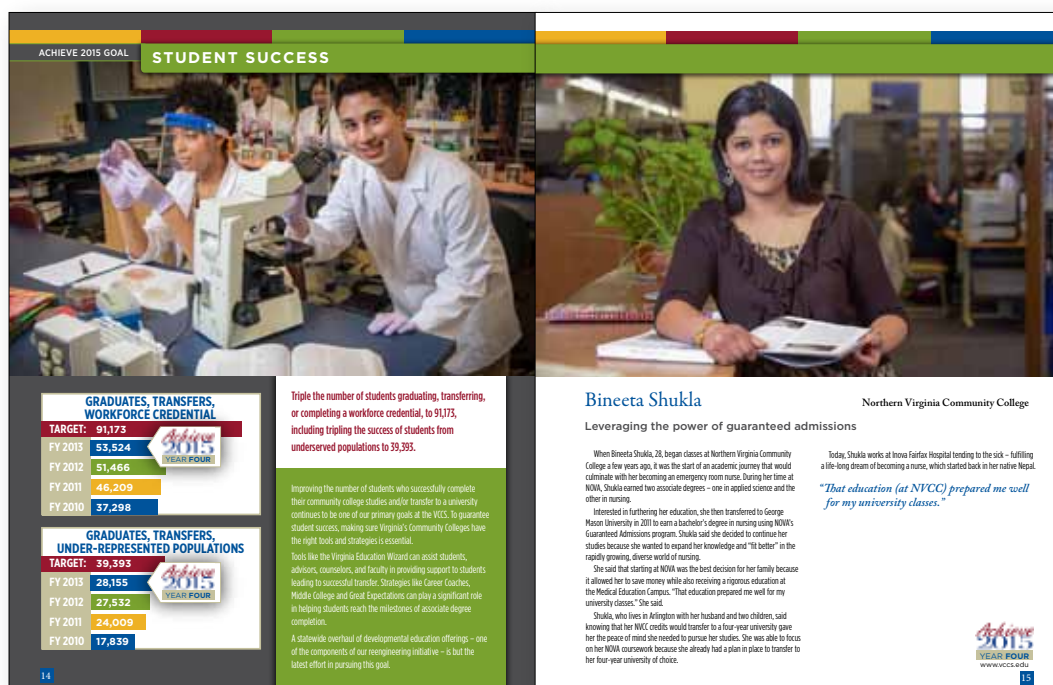


Customer: Virginia Community College System

Project: 2013 Annual Report

Purpose: To summarize the Achieve 2015 goals and document results as well as highlight VCCS students success.


Award: Public Relations Society of America (PRSA) Capital Award of Merit in the 2011 and 2012 Annual Report category.







Reports	Repairs	Roadside Assistance
<p><b>Providing detailed Fleet information</b></p> <ul style="list-style-type: none"> <li>Vehicle repair histories</li> <li>Maintenance cost/vehicle</li> <li>Operating cost/vehicle and total miles driven, with Voyager fuel card</li> <li>Repair reason, frequency reporting</li> <li>Work order details</li> </ul> <p><b>Customized and "At a Glance"</b></p> <ul style="list-style-type: none"> <li>Summarized vehicle data for your planning and budgeting</li> <li>Available quarterly, annually and upon request reporting</li> </ul>	<p><b>Drivers call one toll-free number for all vehicle issues</b></p> <ul style="list-style-type: none"> <li>Drivers speak with experienced VMCC staff.</li> <li>Drivers are responsible for vehicle drop off and pick up only.</li> <li>Drivers do not authorize repairs or pay invoices.</li> <li>Drivers receive emails to schedule oil changes and state inspections</li> </ul> <p><b>VMCC coordinates general repairs, accident repairs and preventive maintenance</b></p> <ul style="list-style-type: none"> <li>Reviews vehicle repair history and advises to repair or remarket</li> <li>Schedules necessary repairs at approved shops within a statewide network</li> <li>Monitors repair progress to reduce vehicle downtime</li> <li>Utilizes fleet discounts, negotiates costs and performs quality control on invoices</li> </ul>	<p><b>Emergency and breakdown services available 24/7</b></p> <ul style="list-style-type: none"> <li>One call assistance, toll free</li> <li>Drivers speak with a VMCC rep until help arrives</li> <li>Towing provided both in and out of state</li> </ul> <p><b>Accident reporting</b></p> <ul style="list-style-type: none"> <li>Administrative duties related to accident reporting provided at no extra cost</li> <li>Ensure driver safety and reduce administrative hours</li> </ul>

  
 Office of Fleet Management  
[www.dgs.virginia.gov/fleet](http://www.dgs.virginia.gov/fleet)  
 (804) 367-4962

Customer: Department of General Services  
Office of Fleet Management Services

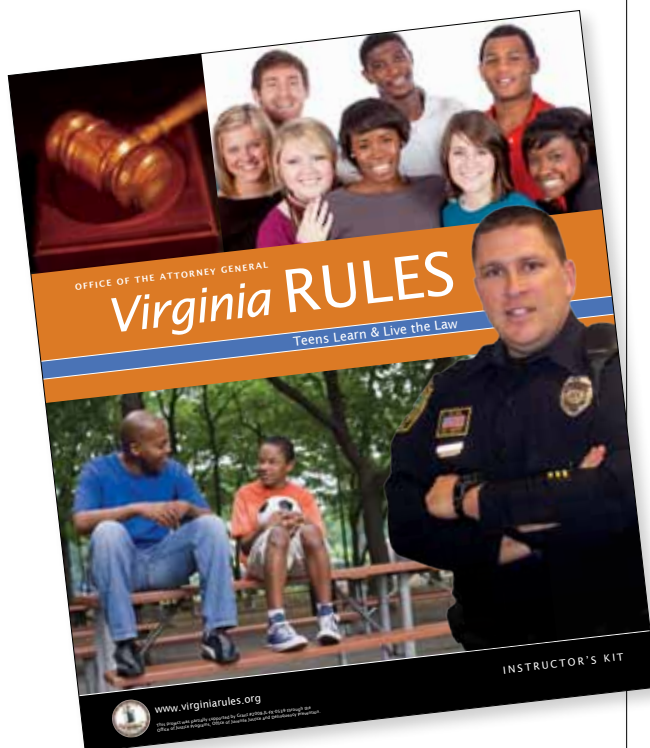
Products: Vehicle Management Control Center (VMCC) and Motor Fuel Program Brochures

Purpose: To encourage managers of government fleet operations to partner with DGS to save time and money by streamlining services.

Bulk Fuel	Fuel Card	Consignment Fuel
<p><b>Achieving Group Buying Power</b></p> <p>Bulk fuel is gasoline or diesel that is delivered to above ground or underground storage tanks by transport or tank wagon trucks.</p> <p><b>Ease of Ordering</b> – Call a toll-free number to place your order.</p> <p><b>Streamlined Procurement</b> – You work with one company for ordering, delivery and invoicing.</p> <p><b>Fast Service</b> – Deliveries during normal business hours, usually within 24 hours. Automatic delivery is a no-cost option.</p> <p><b>Accountability</b> – All product pricing is OPIS-based, audited and posted daily to the DGS/OFMS website; <a href="http://www.dgs.virginia.gov/fleet">www.dgs.virginia.gov/fleet</a>.</p> <p>Office of Fleet Management <a href="http://www.dgs.virginia.gov/fleet">www.dgs.virginia.gov/fleet</a> 804-367-6962</p>	<p><b>Providing Flexibility and Savings</b></p> <p>The Voyager Fuel Card can be used at over 90% of retail fueling locations statewide and out of state. You pay the state-contracted, regional price for fuel (not retail) on the day it is pumped.</p> <p><b>Eliminate Tax Rebate Reports</b> – Federal excise and Virginia state taxes are taken off at the transaction level.</p> <p><b>Convenient Fill Ups</b> – Save time and money by fueling at the most convenient location for you.</p> <p><b>Manage your Account Online</b> – Easily add and delete cards and drivers. Use online tools to control excess spending and eliminate theft and fraud.</p> <p><b>Driver Accountability</b> – Transaction monitoring in real time. Authorization controls and purchase alerts provide account oversight.</p> <p><b>Online Reports</b> – Customize by site, vehicle, card, driver name and date.</p>	<p><b>Stretching the Bulk Fuel Budget</b></p> <p>With this option, the vendor pays the up front cost of a bulk fuel delivery to a consigned storage tank. The government entity pays for the fuel, on a transaction basis, as it is pumped from the consigned tank into the vehicle.</p> <p><b>Increase Budget Flexibility</b> – Pay for fuel as you use it, so money is not left in the ground.</p> <p><b>Reduce Accounting Tasks</b> – Save administrative hours because the vendor provides all accounting services, including billing other agencies and/or localities that fuel from the same consigned tank.</p> <p><b>Leverage the State's Buying Power</b> – All product pricing is OPIS-based, audited by DGS/OFMS and posted daily to the website; <a href="http://www.dgs.virginia.gov/fleet">www.dgs.virginia.gov/fleet</a></p> <p><b>Rely on Vendor Support</b> – Supply, equipment and accounting expertise from a dedicated staff.</p>





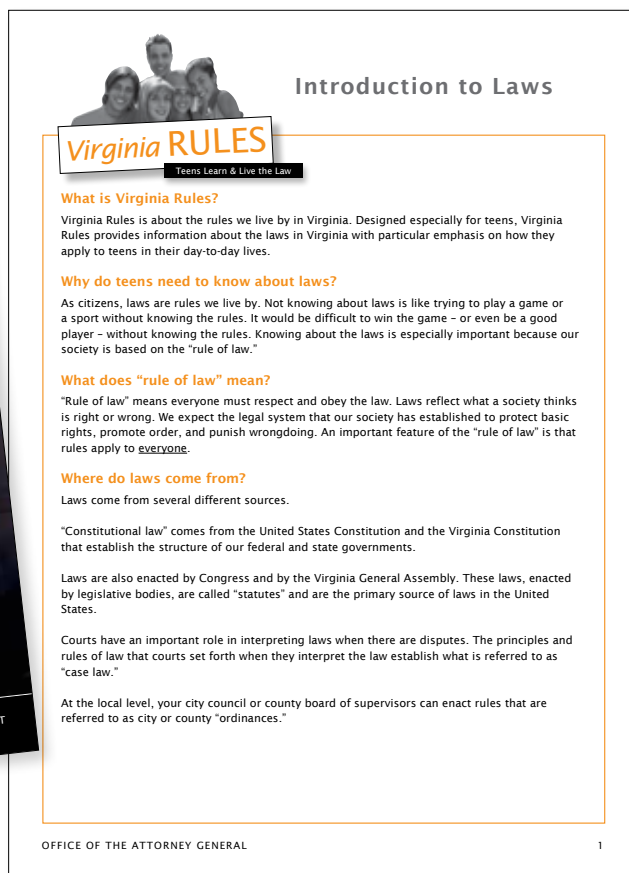


Customer: Office of the Attorney General

Project: Virginia Rules Program Branding

Products: Visual identity, instructors kit, student hand-outs and website development, marketing brochure and "How to Host a Camp" guide

Purpose: The purpose of Virginia Rules is to educate young Virginians about Virginia laws and help them develop skills needed to make sound decisions, to avoid breaking laws, and to become active citizens of their schools and communities.

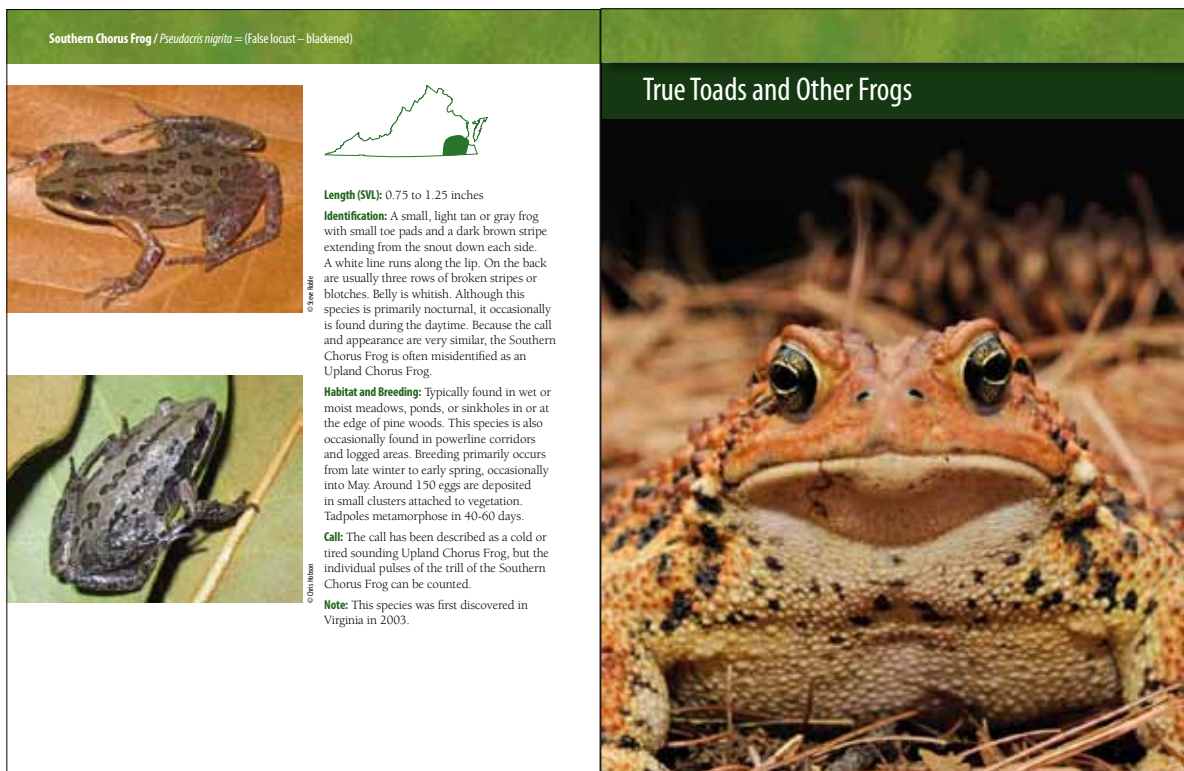




Customer: Virginia Department of Game and Inland Fisheries

Project: A Guide to Frogs and Toads of Virginia

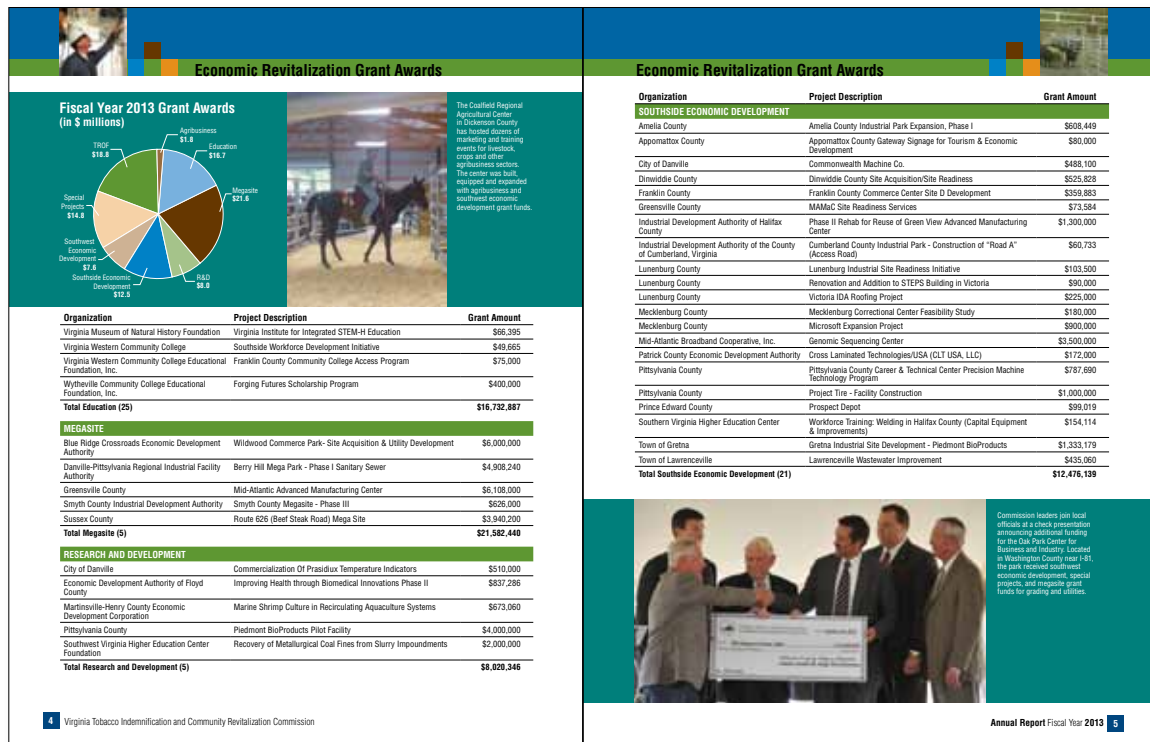
Purpose: A comprehensive educational guide about the wide variety of species including close-up photography, description, habitat, breeding and call.



Customer: Virginia Tobacco Indemnification and Community Revitalization Commission

Project: Annual Report

Purpose: Financial report to stakeholders, partners and legislators about the commission's grant awards that promote economic revitalization in the Commonwealth's tobacco region.







Customer: Virginia Board for People with Disabilities

Project: Benchmark brochure

Purpose: To serve as a tool for policy makers as they consider the impact upon Virginians with disabilities when developing, writing, and implementing state policies, regulations, laws, and funding priorities.

*The Virginia Board for People with Disabilities hopes this information will serve as a tool for the Governor, legislators, and other elected officials and policymakers. The Board asks policymakers to adopt these benchmarks and consider the impact upon Virginians with disabilities when developing, writing, and implementing all state policies, regulations, laws, and funding priorities.*

*Over the past 20 years, state leaders have recognized that full inclusion in community life by Virginians with disabilities is a legal, moral, and ethical right.*

*These benchmarks are intended to inform future policy and strategic investments in community supports and infrastructure that will enable Virginia's citizens with disabilities to return the Commonwealth's investment through increased independence, educational achievement, economic self-sufficiency, and community or civic engagement.*

Pictures from top to bottom: approval legislation, transportation, technology, education, housing, and health care.

*Most of us will experience some type of disability, either permanent or temporary, in our lifetimes.*

**Guiding Principles**

- All individuals are entitled to "Life, Liberty and the pursuit of Happiness."
- "Disability is a natural part of the human experience that does not diminish the rights of individuals... to fully participate in and contribute to their communities." (U.S. DO Act).
- Like everyone else, Virginians with disabilities aspire to "give back" and contribute to society as a whole. Investment in individuals with disabilities benefits all citizens.
- The merit of any public policy, regulation, program, or service should be measured by whether it achieves these benchmarks.

16/10/16/15/14/13 Congress (2006). Developmental Disabilities Assistance and Bill of Rights Act (PL 109-427). Retrieved from [www.acf.hhs.gov/pag/ncdd/bill/109427.html](http://www.acf.hhs.gov/pag/ncdd/bill/109427.html)

**BENCHMARKS**

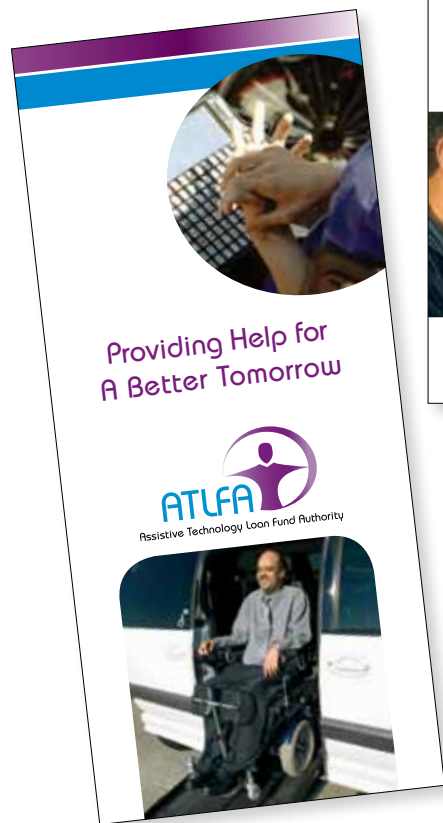
Publicly funded supports to children and adults with disabilities and their families are "front-loaded" (provided as soon as indicated) at levels designed to reduce services needed over the individual's lifespan and to maximize opportunities to give back.

Individuals with disabilities receive services and supports appropriate to their needs in inclusive community settings. They are not segregated from their fellow citizens.

Individuals with disabilities have access to and receive flexible, person-centered services and supports that:

- ✓ Provide a single point-of-entry that is not disability specific;
- ✓ Offer choice and maximize personal decision-making;
- ✓ Are available no matter where the individual lives and are effective, timely, and reliable;
- ✓ Promote high expectations and individual potential and strengthen families;
- ✓ Continue as needed across the lifespan; and
- ✓ Have sufficient oversight to ensure health, safety, and welfare and to prevent exploitation, fraud, and waste.





### Possibilities

The Assistive Technology Loan Fund Authority is not an ordinary loan program. The interest rate is well below a typical market rate. Loans are available with no down payment and longer terms which reduces the monthly payment. This makes adaptive equipment a real, affordable possibility.

Telework loans are also available for Virginians with disabilities that have or want to start a home based business, and need funding for equipment, supplies, or inventory.

### Freedom

Assistive technology is often specialized and customized to the needs of the individual. The Assistive Technology Loan Fund Authority can assist in directing consumers to skilled advisors and providers to help determine the right device. Examples of the broad range of adaptive equipment and services that can be considered include:

- Modified Vehicles and Vehicle Modifications
- Wheelchairs/motorized scooters
- Hearing and Vision Aids
- Augmentative Communication Devices
- Home Modifications and Ramps
- Recreational Equipment (must be directly related to the disability)
- Prosthetics and Orthotics

*"Without having the van and being able to take her power chair with her, Ava was a passive observer in her own life. She is no longer confined to the street that she lives on. Instead, she can go everywhere, is very independent and is a lot happier."*

Call toll-free: 1-866-835-5976  
www.attfa.org

— Ava's father

### Benefits

The Assistive Technology Loan Fund Authority, established by the Virginia General Assembly in 1995, provides a unique funding alternative for many people who have no other options. Since the program began, more than \$16 million has been loaned to individuals across Virginia. The real life benefits of this affordable financing alternative include greater independence, productivity, and community participation.





Customer: Assistive Technology Loan Fund Authority

Project: Marketing materials

Products: New brand: logo, tagline, brochure, tabletop display

Purpose: To inform people with disabilities and their family or care providers about the low interest loans available for assistive technology.

## Providing Help for A Better Tomorrow







To find out if you qualify and to obtain an application, call toll free at 1-866-835-5976 or visit our website at [www.attfa.org](http://www.attfa.org)

If you are a resident of Virginia with a disability or a caregiver of a person of any age with a disability and are creditworthy, you can apply for a low interest loan to purchase assistive technology.

Our affordable loans for people with disabilities offer real life benefits for greater independence, productivity, and community participation.

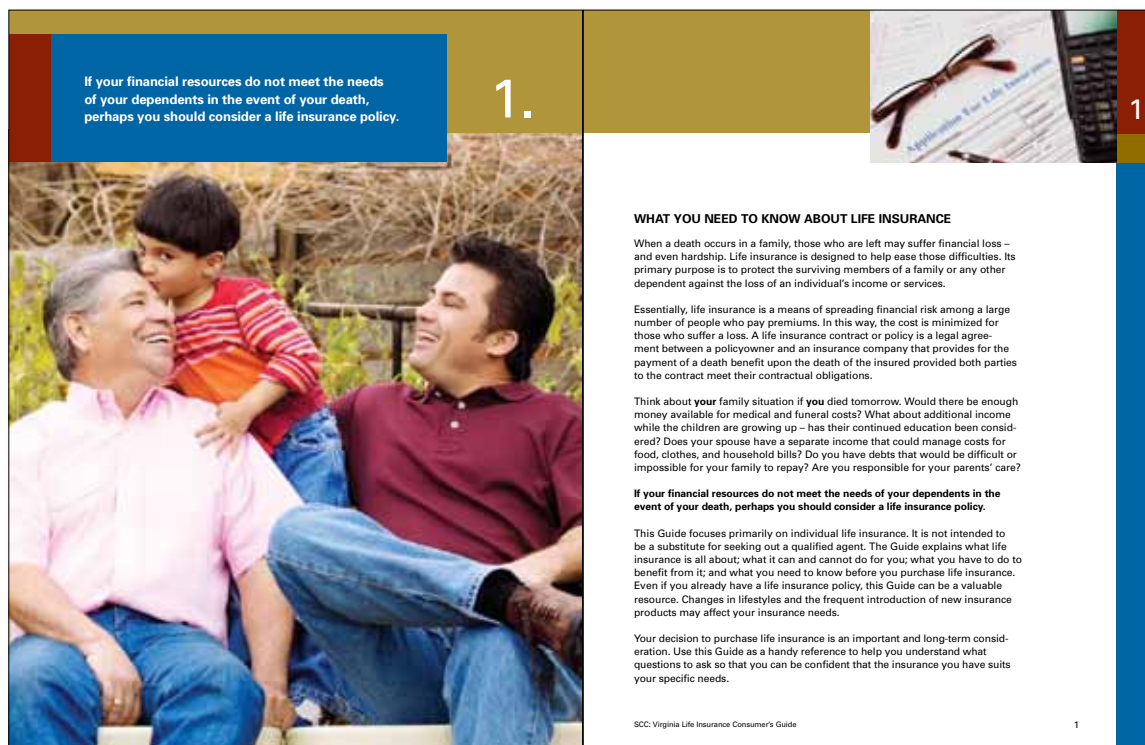
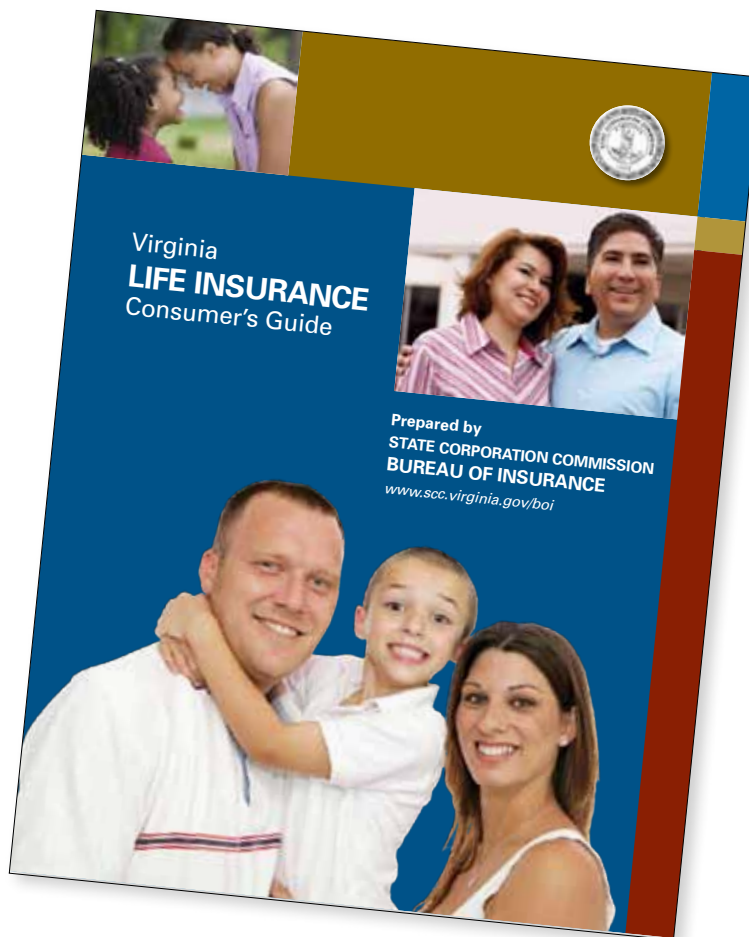
[www.attfa.org](http://www.attfa.org)

Customer: State Corporation Commission:  
Bureau of Insurance

Project: Life Insurance Consumers Guide

Purpose: With a concern for consumer protection this guide provides consumer's with the information they may need to make informed decisions when buying life insurance.






### Commission Continues the Work of Dr. Martin Luther King, Jr.

**Martin Luther King, Jr. Memorial Commission**  
[www.mlkcommission.dls.virginia.gov](http://www.mlkcommission.dls.virginia.gov)

Established by the 1992 Virginia General Assembly and elevated to a permanent bipartisan legislative commission in 1997.

Mission: to continue Dr. King's work, perpetuate his legacy, and educate citizens regarding the totality of his life

**Abraham Lincoln Bicentennial Subcommittee**  
[www.mlkcommission.dls.virginia.gov/lincoln](http://www.mlkcommission.dls.virginia.gov/lincoln)

Established in 2009 by the MLK Commission.

Mission: to celebrate President Lincoln's birthday and to highlight the commonality between Abraham Lincoln and Martin Luther King, Jr.

Together, the commission and subcommittee work to ensure that King's famous dream of a "Beloved Community" becomes a reality in Virginia. The Sesquicentennial of the Emancipation Proclamation is their largest joint project, focusing attention to one of the most important documents in United States' history.

### Sponsors Help Fund the Emancipation Proclamation Events

Between 2013 and 2015, the Commission has planned a number of special events, programs and activities designed to increase public awareness and educate students about the importance of the Emancipation Proclamation. Many private foundations, businesses and organizations have already pledged their support. Gift opportunities are available at friend, patron, backer, contributor, partner, sponsor and benefactor levels.\*

#### Main events

April 2013	Concert with the Richmond Symphony
Spring-Fall 2013	Public forums on "Slavery and Preservation of Slave Burial Grounds"
June 29, 2013 - January 5, 2014	"Revolutions: Songs of Social Change, 1860-65 and 1960-65" Virginia Historical Society
September 2013	Unveiling of plaques of African American legislators from Reconstruction - State Capitol
April 2014	Dramatic reading at the Emancipation Oak Tree - Hampton University
September 2015	Emancipation Proclamation exhibit - Library of Virginia
October 2015	Period ball dance

#### Donation request

Gifts of all levels are accepted  
 Sponsorship of specific event or general donation

#### Donor benefits (based on donation amount)

- Acknowledgement at event and on website
- Tax deduction
- VIP seating at events
- Free tickets to events
- Autographed programs
- Invitation to receptions before and after events
- Keepsake poster, CD, bookmark and other souvenirs

\*See website for more details:  
[www.mlkcommission.dls.virginia.gov](http://www.mlkcommission.dls.virginia.gov)

## Out of Bondage . . . into Freedom



### Pledge Your Support

Please complete and mail this form, along with a check made out to "Treasurer of Virginia, MLK Special Fund" to:

Ms. Caryl S. Harris  
 Fiscal Officer  
 Division of Legislative Services  
 General Assembly Building, 2nd Floor  
 201 North Ninth Street  
 Richmond, VA 23219

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City, state, zip: \_\_\_\_\_

Phone: \_\_\_\_\_


E-mail: \_\_\_\_\_

General donation: \$ \_\_\_\_\_

Customer: Division of Legislative Services, Martin Luther King Special Fund


Project: Emancipation Proclamation Events  
 Fundraising brochure

Purpose: To inform the public about upcoming events in celebration of the 150th anniversary of the signing of Emancipation Proclamation and to encourage donations to support the program.



## EMANCIPATION *Proclamation*

IN VIRGINIA



*Celebrate the Beginning  
of the End of Slavery  
150 Years Ago.*

*Sponsor a  
Commemorative Event  
Today.*



# Food Safety and Glove Use



Customer: The Virginia Food Safety Task Force

Project: Food Service Area Poster and Training Flyer

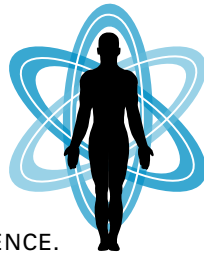
Purpose: To educate and inform food service workers about the correct use of disposable gloves by using simple iconic graphics to diagram the steps to apply, possible contamination and proper disposal.

For display in kitchens, break rooms and restrooms.

Translated to Spanish and Chinese.



VIRGINIA DEPARTMENT OF  
**SOCIAL SERVICES**



DONATE YOUR BODY.  
LIVE ON THROUGH SCIENCE.

**Virginia State Anatomical Program**



**Virginia Department of  
Environmental Quality**



Assistive Technology Loan Fund Authority

PROVIDING HELP FOR A BETTER TOMORROW

